

CITY OF BURBANK

COMMUNICATIONS OPERATOR

DEFINITION

Under general supervision, to maintain contact with Police and other mobile units in the field, dispatching appropriate units or equipment in response to emergency and other calls received through the Communications Center; to do miscellaneous clerical work; and to do related work as required.

ESSENTIAL FUNCTIONS

Serves as an Operator in the Communications Center on a shift basis; receives calls, dispatches and records appropriate Police or other equipment to handle reported emergencies in the field; maintains contact with units at all times during shift assignment in order to send needed or requested assistance in event of emergency; maintains a continuous record of the status of mobile units indicating the disposition of each unit by mechanical or other means; maintains a current log of all information received and transmitted; operates 911 emergency telephone system; sends and receives computer messages and routes same to appropriate destination; operates a computer terminal to enter, modify, or retrieve data; prepares required reports and summaries of Communications Center activities; may compose and type log sheets as required.

MINIMUM QUALIFICATIONS

Employment Standards:

- Ability to - learn the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters; learn the proper use and care of radio communications equipment; speak clearly and concisely; think clearly and act quickly in emergencies; maintain accurate records; simultaneously receive, dispatch, and record information utilizing a data base system; ability to establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: One year of recent full-time experience in clerical or radio communications work, and high school graduation or equivalent; ability to type 30 net words per minute. NOTE: Additional qualifying experience may be substituted for each year of education up to a maximum of two years.

Special Conditions & Requirements: A willingness to work rotating shifts.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment.